

Pre-Bid Questions for:

SOLICITATION NO. OPASS-20-18426 (Services--Medicaid Eligibility Staff Placement Services)

June 14, 2019

Question 1: Do you require a technical proposal to be submitted with bid?

Response 1: Please follow the bid submission requirements as per Section 5.4 of the IFB.

Question 2: What causes the manual review of Medicaid applications?

Response 2: The manual review of Medicaid applications occurs if a case is unable to process electronically through the eligibility system of record due to system errors, etc. These cases require manual review and approval by Eligibility Determination Division caseworkers

Question 3: Will the winning Contractor be allowed to hire existing staff?

Response 3: Yes

Question 4: Is this Contract still a SBR?

Response 4: Yes

Question 5: Will MDH accept electronic signatures via PDF documents on bid submissions?

Response 5: No please review Section 5.4.4 Completed Required Attachments. Submit three (3) copies of each with original signatures

Question 6: Are the 10-core staff who need to be hired at the beginning of contract, part time or full-time employees?

Response 6: Full-Time Employees

Question 7: What is the current staffing level of contract?

Response 7: 20 Full-Time Employees

Question 8: What is the current amount of contract, 1-year base and 2 one-year renewable options?

Response 8: The Total Value of the Contract is \$2,326,333.

Question 9: Do you experience seasonal peaks and valleys with the workload?

Response 9: No, Medicaid enrollment is open and continuous, so the workload remains consistent.

Question 10: Please confirm the contract go-live date?

Response 10: The Contract go-live date is October 1, 2019.

Question 11: With regards to employee timesheets, do you want employee to submit their timesheet directly to MDH and also to the Contractor?

Response 11: Employee timesheets should be sent directly to the Contractor. Contractor should send invoice to MDH for verification and approval as per specs in IFB.

Question 12: Will the Department consider reducing or eliminating the Cyber Security/Data Breach insurance of \$10M per occurrence (page 12). The insurance requirement appears to be intended to protect cyber security breaches where "the work is performed or data concerning the State's claimants or employers is processed or stored". The scope of work for this solicitation does not include the storage or processing of data since it is primarily a staffing contract. The placement of work will be on the premises of MDH and the system used by the staff is controlled and maintained by the department. Therefore, the bidder is not providing or storing any MDH data and responsible for data security breach.

Response 12: Section Amended- See Addendum #2 posted to eMaryland Marketplace

Question 13: Is this a new or existing contract?

Response 13: This is an existing contract.

Question 14: If this is an existing contract, who is the incumbent?

Response 14: Priority One Staffing

Question 15: Will incumbent contractors be asked to transition to the new contract?

Response 15: Yes

Question 16: What is the number of incumbent contractors on the existing contract?

Response 16: 1

Question 17: . What is the full time equivalent annual salary for:

Response 17: OPASS will only provide the total price of the current contract

Question 18: Are resumes for each role required to be included with the bid?

Response 18: Yes

Question 19: The lowest price does not always mean the best quality staff. Are you basing the award on any other criteria?

Response 19: Please review the IFB Section 4.9 Award Basis 4.9.1- A Contract shall be awarded to the responsible Bidder(s) submitting a responsive Bid with the most favorable bid price or most favorable evaluated bid price (as referenced in COMAR 21.05.02.13)

Question 20: Please clarify on Page 1 of Minimum Qualifications: "the documentation must include a list of persons placed with name, title, and experience for each placement." In providing the customer references, is the State additionally, asking for the names of the candidates we have placed in the roles relevant to this RFP?

Response 20: Yes

Question 21: Do the names of the candidates apply to "temporary" employees we have placed, or can they apply to "permanent" employees we have placed?

Response 21: Yes

Question 22: Under section 3.4 Liquidated Damages:

- Why are you charging liquidated damages? The industry best practice would be that the staffing company would not charge the client for a

portion or all the hours of training.

- This is a tight market for qualified people with job seekers. Though we plan on having extra Medicare Associates available, there are times when incidents are out of our control. If a person accepts another job, at no fault of ours, or there is an extreme occurrence that precludes the Associate from starting or completing the training, it is excessive to charge us “liquidated damages”. Will the State reconsider these damages or look at another way of approaching Section 3.4.

Response 22: The Contract Monitor has the discretion to assess liquidated damages

Question 23: Will the State provide examples of training that we can use as part of our preliminary vetting process?

Response 23: Yes, the State will provide examples of training content and materials to the Contractor to be used in the Contractor’s preliminary vetting process.

Question 24: Under section 3.9 MBE reports, since there is no MBE or VSBE requirement, please confirm that these reports do not need to be submitted during the term of the contract?

Response 24: Correct

Question 25: Bid Format

- Please clarify the # of copies to be submitted in the single package or are we to follow the specific # of copies under Section 5.4?

Response 25: Per Section 5.4, 3 copies of the bid are required to be submitted.

Question 26: If we add a subcontractor to our team, do their references count towards the minimum of 3 references to be included with the proposal?

Response 26: No, MDH is seeking Bidder’s references